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US LEC Corp.
Morrocroft III
6801 Morrison Boulevard
Charlotte, North Carolina 28211
(704) 319-1000
www.uslec.com

## **VIA FEDERAL EXPRESS**

August 30, 2004

Marlene H. Dortch, Secretary Federal Communications Commission Office of the Secretary 445 12th Street, SW Washington, DC 20554

**DOCKET FILE COPY ORIGINAL** 

Re: US LEC Corp. and its Operating Subsidiaries

System Audit Report CC Docket No. 96-128

Dear Ms. Dortch:

On behalf of US LEC Corp. and its operating subsidiaries<sup>1</sup> (collectively, "US LEC") and in accordance with the requirements of Section 64.1320(b) of the Commission's rules and pursuant to the Motion for an Extension of Time filed June 29, 2004, enclosed is US LEC's System Audit Report. The System Audit Report consists of two elements as required by Section 64.1320(d) of the Commission's rules:

- 1. US LEC's representation of compliance; and,
- 2. The opinion of Dixon Hughes PLLC, an independent auditor, concerning the representation.

Pursuant to Section 64.1320(e) of the Commission's rules, the US LEC employee responsible for tracking, compensating and resolving disputes concerning payphone-completed calls:

Jonathan Pillsbury
US LEC Corp.
6801 Morrison Boulevard
Charlotte, NC 28211
Direct Dial: (704) 319-1024
E-mail: jpillsbury@uslec.com

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<sup>&</sup>lt;sup>1</sup> US LEC Communications Inc.; US LEC of Alabama Inc.; US LEC of North Carolina Inc.; US LEC of South Carolina Inc.; US LEC of Florida Inc.; US LEC of Tennessee Inc.; US LEC of Virginia LLC; US LEC of Maryland Inc.; US LEC of Pennsylvania Inc.; and, US LEC of Georgia Inc.

US LEC uses a clearinghouse to process its payphone compensation:

National Payphone Clearinghouse 201 East Fourth Street, 102-980 Cincinnati, OH 45201-2301

In accordance with Sections 64.1320(b) and 64.1320(e), US LEC is providing a copy of the System Audit Report to applicable payphone service providers and facilities-based long distance carriers.

Finally, enclosed is a proof of filing copy of this letter which we ask that you date stamp and return to us in the enclosed self-addressed, postage prepaid envelope.

Please direct any questions to the undersigned.

Sincerely,

Terry J. Romine

Deputy General Counsel – Regulatory

**Enclosures** 



## INDEPENDENT ACCOUNTANTS' REPORT

Board of Directors US LEC Corp. Charlotte, North Carolina

We have examined the assertions of the management of US LEC Corp. (US LEC), included in the accompanying letter, that the payphone service provider compensation procedures of US LEC comply with the Federal Communications Commission's Rule Section 64.1310 (47 C.F.R. § 64.1320(d)) as of August 12, 2004. Management is responsible for the assertions. Our responsibility is to express an opinion on management's assertions based on our examination.

Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants and, accordingly, included examining, on a test basis, evidence supporting management's assertions and performing such other procedures as we considered necessary in the circumstances. We believe that our examination provides a reasonable basis for our opinion.

In our opinion, management's assertions referred to above are fairly stated, in all material respects, based on the Federal Communications Commission's Rule Section 64.1310 (47 C.F.R. § 64.1320(d)), as of August 12, 2004.

August 12, 2004

Dixon Hyphus PLLC

103 Dorsett Drive, PO Box 1945 Salisbury, NC 28145-1945 Ph. 704.636.9090 Fx 704.639.0047 www.dixon-hughes.com





August 12, 2004

Dixon Hughes PLLC 103 Dorset Drive P.O. Box 1945 Salisbury, NC 28145-1945

Re: US LEC System Audit Report of Pay Telephone Compensation FCC Rule Section 64.1310 (47 C.F.R. § 64.1320)

In accordance with the requirements found in Section 64.1320(d) of the Federal Communications Commission's rules (47 C.F.R. § 64.1320(d)), US LEC Corp., on its behalf and on behalf of its operating subsidiaries<sup>1</sup> (collectively, "US LEC") makes the following representations regarding its compliance with the payphone service provider ("PSP") compensation procedures as of August 12, 2004:

- 1. US LEC's procedures accurately track calls to completion. Each call record, which is information on usage that is captured and recorded at the applicable US LEC switch, has a code that identifies a call that originates from a payphone. The call data records are created for processing utilizing this identifying code:
  - a. If answer supervision occurs and the call record reflects conversation recorded time of more than zero (0), US LEC deems that call to have been completed;
  - b. If the call record has conversation recorded time of zero (0), US LEC deems that the call has not been completed and is not a compensable call.
  - c. In addition, if the originating number has not been provided by the previous carrier and the originating number is all zeros, US LEC deems this call as non-compensable.

<sup>1</sup> US LEC Communications Inc.; US LEC of Alabama Inc.; US LEC of North Carolina Inc.; US LEC of South Carolina Inc.; US LEC of Florida Inc.; US LEC of Tennessee Inc.; US LEC of Virginia LLC; US LEC of Maryland Inc.; US LEC of Pennsylvania Inc.; and, US LEC of Georgia Inc.

2. US LEC has a person responsible for tracking, compensating and resolving disputes concerning payphone-completed calls:

Jonathan Pillsbury
US LEC Corp.
6801 Morrison Boulevard
Charlotte, NC 28211
Direct Dial: (704) 319-1024
E-mail: jpillsbury@uslec.com

US LEC uses a clearinghouse to process its payphone compensation:

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- 3. US LEC has effective data monitoring procedures:
  - a. US LEC maintains a data warehouse containing detailed call records. The data is maintained for 13 months, after which the data is stored via tape and can be accessed if needed.
  - b. There is weekly monitoring by the Billing Assurance team to ensure that all usage is captured, recorded and billed from the switches. Trending reports are reviewed to ensure accuracy.
  - c. There is daily monitoring by the IT/IS organization to ensure we are retrieving, processing and storing all files from the switches.
- 4. US LEC adheres to established protocols to ensure that any software, personnel or other network changes do not adversely affect its payphone call tracking ability.
- 5. US LEC has contracted with the National Payphone Clearinghouse to create compensable payphone files by matching call detail records against payphone identifiers and National Payphone Clearinghouse creates such files:
  - a. National Payphone Clearinghouse receives from each PSP a request for compensation, which includes the Automatic Number Identifier of its payphone(s), and matches this request against the data provided by US LEC.

- b. National Payphone Clearinghouse needs the following information from the PSP in order to submit US LEC's compensation to them:
  - i. Payphone numbers used by the PSP;
  - ii. Current address and contact number of PSP; and
  - iii. Email address to which quarterly data should be sent.
- 6. US LEC has contracted with the National Payphone Clearinghouse to incorporate call data into required reports and National Payphone Clearinghouse has procedures to so incorporate the call data into required reports, and such reports are provided to US LEC for review on a quarterly basis.
- 7. US LEC has implemented procedures and controls needed to resolve disputes.
- 8. The independent third party auditor can test all critical controls and procedures to verify that errors are insubstantial.
- 9. US LEC has adequate and effective business rules for implementing and paying payphone compensation including rules used to:
  - a. Identify calls originated from payphones;
  - b. Identify compensable payphone calls, and
  - c. Identify incomplete or otherwise non-compensable payphone calls;

US LEC has contracted with the National Payphone Clearinghouse to identify the payphone service providers to which US LEC owes compensation and relies on the National Payphone Clearinghouse to have adequate and effective business rules to determine such identities. US LEC has reviewed the Report on Policies and Procedures of the National Payphone Clearinghouse for compensation of the PSPs and the auditor's report, and found the National Payphone Clearinghouse to have adequate and effective business rules for determining the identities of the PSPs to which US LEC owes compensation.

<sup>&</sup>lt;sup>2</sup> NPC Type I SAS Report (KMPG LLP – Auditor) for 1/1/04 – 3/31/04 and NPC Type II SAS Report (KMPG LLP- Auditor) for 7/1/03 – 12/31/03.

US LEC therefore certifies that we have established a call tracking system pursuant to Section 64.1310(a)(1) of the FCC's rules and are in compliance with Sections 64.1310 and 64.1320 of the FCC's rules.

Sincerely,

Charlene Law

Director, CABS & Billing Assurance

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